

Rocky Mountain Health Plans

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Survey Instruments and Purpose

Survey Instruments	CAHPS Health Plan Survey
Version/Population	<ul style="list-style-type: none"> • Medicaid – Adult and Child • Commercial – Adult and Child • Medicare
Additions/Changes to Instruments	<p>Questions have been added to get information on specific items, such as:</p> <ul style="list-style-type: none"> • Internet access • Written materials
Purpose of Project	<ul style="list-style-type: none"> • Improving quality • Complying with regulatory requirements of Medicaid and Medicare • Reporting results to the public

Survey Administration

Administered Since	1998
Administration Mode	Mail with telephone follow-up (NCQA protocol)

Uses of Survey Results

Reporting	In addition to disseminating the results internally, the plans share them with providers, members, and the public via newsletters, report cards, ads, and other marketing materials. The plan works with the Colorado Business on Health (CBGH) to produce an annual report card that includes summaries of survey data for all Colorado plans.
Quality Improvement	The plan compares all of its lines of business and develops a corrective action plan to improve in areas identified by an interdepartmental group.
Marketing/Publicity	The plan has published charts in newspapers and/or newsletters as well as marketing materials and report cards.

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